

STATEWIDE GLOSSARY: INFORMATION SYSTEMS POLICIES AND STANDARDS

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"Business Requirements" are requirements that can be traced back to the planning and execution of an organization's mission, goals and objectives, and its compliance to laws, regulations, policies and procedures.

"Cellular device" means a portable device, including cellular telephones, satellite phones, air cards, Blackberry devices and other Personal Data Assistant (PDA) devices, with cellular communications capability. These devices may be State owned/leased (State device) or private owned/leased (private device).

"Chief Information Officer, CIO" Section 2-17-506(3) MCA defines the Chief Information Officer (CIO) as the person appointed by the director of the department to carry out the duties and responsibilities of the department relating to information technology. It is therefore, the responsibility of the CIO to establish and enforce statewide information technology policies and standards.

"Department head" means a director, commission, board, commissioner, or constitutional officer in charge of a department created by this chapter. (2-15-102 MCA)

"Department" means the department of administration established in 2-15-1001. (2-17-506 MCA)

"Development team" means persons assigned to develop a policy, standard, procedure or guideline.

"Enterprise" shall have the same meaning as "Statewide". All agencies of the state, including the university system, working collaboratively to use, share, and leverage the investments made in information technology. To this end, agencies of the state and participating entities share systems, networks, and service access entry points, use standard software and hardware, and train employees in common techniques. Those with exceptions under specific sections of the law will be excluded in the appropriate policy.

"Essential personal call" means personal calls of minimal duration that cannot be made at another time or from a different telephone. Examples of essential personal calls are calls to arrange for unscheduled or immediate care of a dependent, a family emergency, or to alert others of an unexpected delay due to a change in work or travel schedule.

"Guidelines" are recommended actions or industry best practices used to guide the use and deployment of information technology. Information technology guidelines may include a case study, analysis or white paper which describes good business and IT practices.

"Information technology" means hardware, software, and associated services and infrastructure used to store or transmit information in any form, including voice, video, and electronic data. (2-17-506 MCA)

"Information technology resources" means hardware, software, and associated services and infrastructure used to store or transmit information in any form, including voice, video, and electronic data. (2-15-102 MCA)

"Interim" means a policy, standard, procedure, guideline, etc. that has been developed, reviewed and implemented using an abbreviated version of the Enabling IT Procedure due to urgent business or technical requirements. An interim document may not meet all requirements and therefore the scheduled review date will typically be less than twelve months from effective date.

"IT Investment" is an investment involving information technology resources, including information or application system planning, design, development, operation, and maintenance, regardless of whether such work is performed by government employees, by application service providers, or contractors.

"Legacy Policy (or Instrument)" means a policy, standard, procedure, guideline or other policy-related instrument published prior to July 2006.

"Local government" means a county, a consolidated government, an incorporated city or town, a school district, or a special district. (2-2-102 MCA)

"Material change" means a change in any written document is one which alters its meaning, applicability, enforcement, tenor, or its legal meaning and effect. Changes to the scope, policy statement, enforcement and significant content changes are material changes.

"May" identifies acceptable activities.

"Must" identifies required activities. Directs that alternatives are not acceptable without formal approval.

"Non-material change" means a change that is insignificant to the content, such as spelling/grammar corrections, format changes, or incidental information such as contact information.

"Policies" are required courses of action or sets of requirements to be followed with respect to the acquisition, deployment, implementation or use of information technology resources. All exceptions and changes must be documented, reviewed and approved.

"Policy Manager" is responsible to ensure each statewide IT policy and standard is properly developed, reviewed and implemented. The Policy Manager will also be the contact for any questions or change requests regarding the policy.

"Portable Devices" are electronic computing and communications devices designed for mobility, including laptop, desktop, and in-vehicle personal computers, personal data assistants (PDAs), cellular devices, and other devices that have the ability to store data electronically.

“Portable Electronic Storage Media (Portable Storage)” includes floppy disks, CDs, DVDs, optical platters, flash memory drives, backup tapes, and other electronic storage media or devices that provide portability or mobility of data.

"Procedures" are sets of instructions that describe specific steps or actions used to implement a policy or standard. Organizations affected and enforcement of a procedure is determined in policy or standard.

“Redaction” is the careful editing of a document to remove confidential information. The document can be in paper or electronic format (Acrobat PDF, .doc, etc.). Sensitive government documents, appraisals, legal documents, criticism, and insurance contracts are often redacted before being made available to the public. In the context of United States government agency documents, redaction refers more specifically to the process of removing classified information from a document during declassification, prior to its publication.

“Reviewers” are the Information Technology Board, the Legislative Finance Committee, the Governor’s Office through the Office of Budget and Program Planning, advisory groups and state agencies are responsible for reviewing policy and standards and advising the Chief Information Officer (CIO) on policy and standards issues. Advisory groups include but are not limited to:

- eGovernment Advisory Council
- 9-1-1 Advisory Council
- Montana Land Information Advisory Council
- Statewide Interoperability Executive Council
- Information Technology Managers’ Council

“Secured Storage Environment” means data storage devices and support systems, such as direct attached server storage and Storage Area Network devices, managed by State personnel or provided explicitly under contract, and are secured by physical and logical means consistent with data storage best practices and Office of Cyber Protection recommendations.

“Statewide Entity[ies], SE” are individual organizations comprising the IT “enterprise”. Refer to Enterprise and Statewide definitions.

“Sensitive Data” means data that is held confidentially, and if compromised may cause harm to individual citizens or create a liability for the State. In the context of this policy, Sensitive Data is considered to be in electronic form. Examples include, but are not limited to:

1. Confidential employee information
2. Confidential citizen/individual information
3. Social Security Numbers
4. HIPAA-regulated information
5. Criminal justice information
6. Driver’s license numbers
7. Trade secrets
8. Account numbers
9. Credit or debit card numbers

10. Information in combination with any required security codes, access codes, or passwords that would allow access to individual accounts.

"Shall" identifies required activities. Directs that alternatives are not acceptable without formal approval.

"Should" identifies recommended, but not required, activities.

"Standards" define the requirements or specifications for acceptable software, hardware, database, technical approach, business process, or methodology and must be complied with. All exceptions and changes must be documented, reviewed and approved.

"State agency" means any entity of the executive branch, including the university system. (2-17-506 MCA)

"Statewide, State Government" shall have the same meaning as "Enterprise". All agencies of the state, including the university system, working collaboratively to use, share, and leverage the investments made in information technology. To this end, agencies of the state and participating entities share systems, networks, and service access entry points, use standard software and hardware, and train employees in common techniques. Those with exceptions under specific sections of the law will be excluded in the appropriate policy.

"Subject Matter Experts (SMEs)" are stakeholders recruited to assist in the development of statewide IT policies and standards. They are responsible for researching and contributing content and advice to policy and standard development.

"TIA/EIA" is the acronym for the Telecommunications Industry Alliance (TIA) and the Electronics Industries Alliance (EIA). They are accredited by the American National Standards Institute (ANSI) to develop voluntary industry standards for a wide variety of telecommunications products.

"White Paper" describes or explains a certain technology, product, methodology or strategic direction. For example, a white paper may be released to educate, identify issues, inform or propose a course of action. The terminology used may be somewhat technical, but the goal of a white paper is usually to describe the subject in terms most people can understand. White papers are informational and do not require compliance.

"Will" identifies anticipated activities.

"Wiring/Cabling" is used interchangeably. Wiring or cabling is the portion of the telecommunications system that extends from the work area outlet (jack) to the telecommunications closet. This includes the termination at the outlet as well as the termination and cross connects at the closet.